REMARKS

With this response, claims 1, 2, 4-10, 12-16, 18-22, and 24-29 are pending. Claims 1, 2, 4-10, 12-16, 18-22, and 24-26 are rejected by the Office Action. The arguments presented in the previous office action are moot in view of the new grounds of rejections that are presented in the present Office Action. The Applicant is adding claims 27-29.

Claims Rejections

35 USC §102 Rejections

Claims 15-16 and 18-20 are rejected by the Office Action under 35 USC 102(b) as being anticipated by U.S. Patent No. 5,901,214 (Shaffer). The Applicant has amended claim 15 to include the feature of "a gateway terminal coupled to the automated call handler and having a searchable database having stored therein address information, wherein the gateway terminal further has a security checker for ensuring access to the searchable database by authorized callers, **and wherein the security checker processes security identification information entered by the caller to verify authorization**". (Emphasis added.) The present specification, for example, teaches (Page 17, lines 15-21.):

> Apparatus 32 then requests the user to enter a personal identification number (PIN) to verify the user's registration. If the user is not registered, the registration procedure discussed below with relation to FIGURE 6 may be followed. The user enters data using decimal code (base 10) and "Touch-call" or "Touch-tone." The call handler 16 receives the PIN and forwards it to the security checker 24 through the modem 26. The security checker 24 verifies the user's registration and sends the user's registration-related data back to the call handler 16.

However, Shaffer does not teach this feature. For example, Shaffer teaches (Column 37, lines 58-62. Emphasis added.):

> If the application requires Spatial Key retrieved data related to the **first location telephone number,** decision state 318 calls a Retrieve and Verify process 320.

Process 320 retrieves and verifies caller Spatial Key dependent data and is described
in detail in conjunction with FIG. 8.

Shaffer merely teaches "the caller to enter a first location telephone number other than the ANI of the telephone from which they are calling". (Column 37, lines 17-20.) The information entered by the caller is merely a telephone number. Thus, Shaffer does not teach the feature of "a gateway terminal coupled to the automated call handler and having a searchable database having stored therein address information, wherein the gateway terminal further has a security checker for ensuring access to the searchable database by authorized callers, and wherein the security checker processes security identification information entered by the caller to verify authorization".

Claims 16 and 18-20 ultimately depend from claim 15 and thus are not anticipated for at least the reasons discussed above. The Applicant requests reconsideration of claims 15-16 and 18-20.

35 USC §103(a) Rejections

Claims 1-2 and 4-8 are rejected by the Office Action under 35 USC 103(a) as being unpatentable over Shaffer in view of U.S. Patent No. 6,253,069 (Mankovitz). The Applicant has amended clam 1 to include the feature of "gateway terminal coupled to the automated call handler and having a searchable database having stored therein credit history information, wherein the gateway terminal further has a security checker for ensuring access to the searchable database by authorized callers, and wherein the security checker processes security identification information entered by the caller to verify authorization". As discussed above, Shaffer does not teach this feature. Moreover, Mankovitz does make up for the deficiency of Shaffer. Claims 2 and 4-8 ultimately depend from claim 1. Thus, claims 1-2 and 4-8 are patentable over Shaffer in view of Mankovitz. The Applicant requests reconsideration of claims 1-2 and 4-8.

Claims 9-10 and 12-14 are rejected by the Office Action under 35 USC 103(a) as being unpatentable over Shaffer in view of U.S. Patent No. 6,446,111 (Lowery). The Applicant has amended claim 9 to include the feature of "a gateway terminal coupled to the automated call handler and having a searchable database having stored therein book availability information, wherein the gateway terminal further has a security checker for ensuring access to the searchable database by authorized callers, and wherein the security checker processes security identification information entered by the caller to verify authorization". As discussed above, Shaffer does not teach this feature. Moreover, Lowery does make up for the deficiency of Shaffer. Claims 10 and 12-14 ultimately depend from claim 9. Thus, claims 9-10 and 12-14 are patentable over Shaffer in view of Lowery. The Applicant requests reconsideration of claims 9-10 and 12-14.

Claim 21 is rejected by the Office Action under 35 USC 103(a) as being unpatentable over Shaffer in view of Mankovitz and further in view of Lowery. The Applicant has amended claim 21 to include the feature of "searchable database means for storing information and coupled to the means for providing interactive communication with the user, wherein the information is selected from the group consisting of credit history information, book availability, and address information, wherein the searchable database means comprises means for security checking in order to ensure access to the searchable database means by authorized callers, and wherein the security checker processes security identification information entered by the caller to verify authorization". As similarly discussed above, Shaffer does not teach this feature. Moreover, Lowery and Mankovitz do make up for the deficiency of Shaffer. Thus, the Applicant requests reconsideration of claim 21.

Claim 22 is rejected by the Office Action under 35 USC 103(a) as being unpatentable over Shaffer in view of Mankovitz and further in view of Lowery and in further view of U.S. Patent

No. 4,768,144 (Winter). The Applicant has amended claim 22 to include the feature of "receiving a

plurality of character responses from the caller to form a request, wherein each response represents a

single ASCII character, wherein step (b) comprises receiving a plurality of two-character responses

from the caller, wherein each two-character response represents a single ASCII character, and

wherein each two-character response corresponds to a plurality of input entries from the

caller." (Emphasis added.) The present application, for example teaches (Page 18, lines 17-18.

Emphasis added.)

> As discussed earlier, the user may enter information into the system using the
> keypad of a telephone. The request by the user is preferably entered by applying two
> digits for each letter, the first digit identifying the group of letters and the second
> digit identifying the particular letter within the group.

The Office Action admits that Shaffer, Mankovitz, and Lowery "disclose ASCII characters but fail to

disclose a plurality of two-character response wherein each two-character response represents a

single ASCII character." However, the Office Action alleges that Winter discloses "the two

characters of information are generated, the first character is an ACII code and the second is an [end]

of text." Winter does disclose (Column 13, lines 35-42. Emphasis added.):

> In general, **whenever a key is pressed, two characters of information are**
> **generated by the terminal** and are sent over the telephone line to the host computer.
> The first character is an ASCII character code. For example, the code may indicate a
> lower case "n". The second character is an end of text (EOT) character to indicate to
> the host computer to enter and to commence the function.

Winter merely teaches that a single input entry from the caller corresponds to a two-character

response. Thus, Claim 22 is patentable over Shaffer in view of Mankovitz and further in view of

Lowery and in further view of Winter. The Applicant requests reconsideration of claim 22.

Claim 24 is rejected under 35 USC 103(a) as being unpatentable over Shaffer in view of

Mankovitz and further in view of U.S. Patent No. 4,135,662 (Dlugos). The Applicant has amended

claim 24 to include the feature of "a conversion module that transforms a first digit and a second digit into a letter, wherein the first digit identifies a group of letters and the second digit identifies the letter within the group, and **wherein the first digit and the second digit are entered by the caller**. (Emphasis added.) Dlugos does teach (Column 6, lines 18-23. Emphasis added.)

> The programmable logic array 56a receives either the BCD DIGIT SIGNALS (a-d) or the ERROR SIGNALS (A-G) and converts such signals directly into letter or numeral segment codes which are sequentially pulled to place either numerical data or prompting messages into the display 22a.

However, BCD DIGIT SIGNALS and ERROR SIGNALS are merely provided by microprocessor 16 (as shown in Figure 16) and disclosed in Dlugos (column 4, line 61 – column 5, line 42). Shaffer and Mankovitz do not make up for the deficiency of Dlugos. Thus, claim 24 is patentable over Shaffer in view of Mankovitz and further in view of Dlugos. The Applicant requests reconsideration of claim 24.

Claim 25 is rejected by the Office Action under 35 USC 103(a) as being unpatentable over Shaffer in view of Lowery and further in view of Dlugos. The Applicant has similarly amended claim 25 to include the feature of "a conversion module that transforms a first digit and a second digit into a letter, wherein the first digit identifies a group of letters and the second digit identifies the letter within the group, and wherein the first digit and the second digit are entered by the caller". Thus, claim 25 is patentable for at least the above reasons. The Applicant requests reconsideration of claim 25.
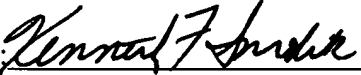
Claim 26 is rejected under the Office Action under 35 USC 103(a) as being unpatentable over Shaffer in view of Dlugos. The Applicant has similarly amended claim 26 to include the feature of "a conversion module that transforms a first digit and a second digit into a letter, wherein the first digit identifies a group of letters and the second digit identifies the letter within the group,

and wherein the first digit and the second digit are entered by the caller". Thus, claim 26 is

patentable for at least the above reasons. The Applicant requests reconsideration of claim 26.

CONCLUSION

The Applicant is adding claims 27-29, which are supported by the specification as originally filed. All objections and rejections have been addressed. Hence, it is respectfully submitted that the present application is in condition for allowance, and a notice to that effect is earnestly solicited.

Respectfully submitted,

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